

EBS Administrator Duties

Online Program User Guide

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Introduction

Employer Benefits Services (EBS) is the Texas Workforce Commission's (TWC) online resource for employers. Employer administrators and users are responsible for receiving electronic information about unemployment benefits, applying for mass claims and Shared Work, submitting and checking the status of an appeal, and more.

Access

To access EBS, employers log in with an existing TWC User ID and password, such as for the Unemployment Tax system, or create a new User ID and password.

Creating a TWC User ID and Password

Go to the EBS web page, twc.texas.gov/businesses/employer-benefits-services, and select the **Logon with your existing TWC User ID or create a new User ID** link.

Home > Businesses & Employers > Unemployment Claim Management & Appeals

Employer Benefits Services

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Overview

Employer Benefits Services is TWC's free online system that allows employers to access their Unemployment Benefits information.

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Logon

[Logon with your existing TWC User ID or create a new User ID](#)

[Return to Top](#)

On the **Logon** page, select the **Sign Up for User ID** link from **Quick Links** or at the end of the EBS User ID introduction.

TWC Home | TWC Contact Information

Employer Benefit Services

Quick Links

- [Logon](#)
- [Sign Up for User ID](#)
- [Forgot Password](#)
- [Forgot User ID](#)

Logon

New to Employer Benefit Services? If you already have a User ID for another TWC Internet application, such as Unemployment Tax Services.com, try logging in with that ID. Otherwise, please [sign up for a User ID](#).

* Indicates required information

User ID: *

Password: *

[Logon](#)

Under Texas state rule, usage may be subject to security testing and monitoring, applicable privacy provisions, and criminal prosecution for misuse or unauthorized use. Texas Workforce Commission collects personal information entered into electronic forms on this Internet site. For more information on your rights to request, review and correct information submitted on this electronic form, please see TWC's [Privacy and Security Information](#).

Need help?

¿Habla español?
Para servicio en español, póngase en contacto con [Beneficios de Desempleo](#) [Información de Contacto para empleadores](#).

Technical Requirements
Recommended browsers are Internet Explorer, Firefox, Chrome or Safari. Click on the respective link to download the latest free version upgrade.

Public Computer
If you are using a computer in a public place, logoff and close the browser when you are finished entering information. This is for your protection and will prevent someone else from viewing your information.

[Accessibility](#)

[Equal Opportunity is the Law](#)

Complete all required information on the **Sign Up for User ID** page then select **Next**.

Tip: Choose a good User ID. Pick a user ID that is memorable but not unusual. Make it simple. Never use a social security number as a user ID.

TIP: Having strong passwords is only one of the steps to keeping accounts protected. Don't share passwords with anyone, don't write passwords down. There are programs available that securely store passwords.

Complete the required information on the **Additional Information** page then select **Next**.

The screenshot shows the 'Sign Up for User ID' page. At the top, there's a header with the Texas Workforce Commission logo and 'Employer Benefit Services'. A 'Quick Links' sidebar on the left includes 'Ligon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main form is titled 'Sign Up for User ID' and includes a 'Need help?' link. It is divided into three sections: 'Personal Information', 'Ligon Information', and 'Security Information'. The 'Personal Information' section has fields for First Name, Middle Initial, Last Name, and Email Address. The 'Ligon Information' section has fields for User ID, Password, and Retype Password. The 'Security Information' section has three sets of questions and answers. A 'Next' button is at the bottom.

Sign Up for User ID [Need help?](#)

★ indicates required information

Personal Information

First Name: ★

Middle Initial:

Last Name: ★

Email Address: ★
(Entering your email address will help you retrieve your logon information if you forget it later. [Get Free Email Account](#))

Ligon Information

Enter the User ID and password that you want to use. If you already have a User ID for another TWC Internet application, such as Unemployment Tax Services.com, try logging on with that ID. Passwords are case sensitive. Do not tell anyone your password.

User ID: ★ [Check Availability](#)
(3-32 characters)

Password: ★
(6-32 characters; at least 1 letter and 1 number)

Retype Password: ★

Security Information

The security questions and answers will help identify you if you forget your password. Select your questions and enter answers that others can't guess. The security answers are case sensitive.

First Security Question: ★ Choose One

First Security Answer: ★

First Retype Answer: ★

Second Security Question: ★ Choose One

Second Security Answer: ★

Second Retype Answer: ★

Third Security Question: ★ Choose One

Third Security Answer: ★

Third Retype Answer: ★

Under Texas state law, usage may be subject to security testing and monitoring, applicable privacy provisions, and criminal prosecution for misuse or unauthorized use. Texas Workforce Commission collects personal information entered into electronic forms on this Internet site. For more information on your rights to request, review and correct information submitted on this electronic form, please see TWC's [Privacy and Security Information](#).

[Next](#) [Cancel](#)

The screenshot shows the 'Additional Information' page. At the top, there's a header with the Texas Workforce Commission logo and 'Employer Benefit Services'. A 'Need help?' link is on the right. The form is titled 'Additional Information' and asks for 'Provide the following additional personal information:'. It includes fields for Mailing Address, City, State, ZIP Code, Phone Number, and Email Address. A 'Next' button is at the bottom.

Additional Information [Need help?](#)

Provide the following additional personal information:

★ indicates required information

Mailing Address: ★

City: ★

State: ★ Choose One

ZIP Code: ★

Phone Number: ★ - Ext:

Email Address: ★
(Entering your email address will help you retrieve your logon information if you forget it later. [Get Free Email Account](#))

[Next](#)

Security Agreement

Carefully read the **Security Agreement**.

Select **Accept** to continue.

The screenshot shows the 'Employer Benefit Services' header with the Texas Workforce Commission logo. The main heading is 'Security Agreement'. A red notice states: 'This information has been amended. TWC is required to amend its agreement as it modifies or expands its Internet application services.' The text explains that this is the TWC Employer Benefits Services (EBS) system, which may be used only for authorized purposes. It details data security procedures, unauthorized use prohibitions, and the consequences of misuse. It also states that by accepting the agreement, the user's contact information will be visible to the designated account administrator and other authorized users. At the bottom, there are two buttons: 'Accept' and 'Do Not Accept'.

Request Employer Access

Enter the employer's TWC Tax Account Number then select **Next**.

The screenshot shows the 'Employer Benefit Services' header. The main heading is 'Request Employer Access'. A red asterisk indicates required information. The text instructs the user to enter the employer's TWC Tax Account Number to request access. There is a text input field for the TWC Tax Account Number, followed by a hyphen and two more input fields. Below the input fields, it states that once access is granted, the user will be able to access Employer Benefits Services online. At the bottom, there is a 'Next' button. A 'Need help?' link is visible in the top right corner.

Access Confirmation

For security purposes TWC reviews the User ID request from the first person requesting access to an employer account then sends a confirmation email after the request is approved or denied.

When approved, that person becomes the administrator for the employer account.

Confirmation Email

From: Account Administrator <noreply@twc.state.tx.us>
Sent: Tuesday, August 20, 2019 2:50 PM
To:
Subject: TWC Account Access Action

The account administrator for LUMMUS TECHNOLOGY LLC has approved your request to access Texas Workforce Commission (TWC) Employer Benefit Services (EBS).

To view the employer's Unemployment Benefits information, log on to the EBS Internet application at <http://apps.twc.state.tx.us/EBS/security/logon.do>

To request access to a different employer, log on to the EBS Internet application at <http://apps.twc.state.tx.us/EBS/security/logon.do>

Texas Workforce Commission (TWC)
Unemployment Benefits

IF RECEIVED IN ERROR: Please delete this email. No further action is required.

Administrator Duties

The administrator has the authority to:

- Designate additional administrators
- Approve or deny requests by employees who want to sign up
- View lists of users, applicants, and denied users
- Manage permission levels user accounts

New User Access Request

When a new user requests employer access, the request is pending until the administrator logs in to EBS and approves or denies the request.

Log in to EBS.

On the **My Home** page select the employer by entering the correct TWC Tax Account Number then select **Select** to continue.

The **My Home** page displays the employer in the **User Information** section and a confirmation message. If the employer is correct, select the **User Admin** tab.

If the employer is incorrect, enter the TWC Tax Account Number again, select **Select** then select the **User Admin** tab.

Employer Benefit Services

My Home | User Admin

Quick Links: Home

My Home [Need help?](#)

User Information

Name: User ID:

Email Address:

* Indicates required information

The Employer Benefit Services system uses a 128-bit Secure Socket Layer (SSL) system to establish a secure connection between TWC and your browser and encrypts (scrambles) data during transmission to protect your privacy and data integrity.

See [Accessing an Unemployment Tax Account](#)

View [TWC News](#)

View [Texas Business Today](#)

Select An Employer

TWC Tax Account Number: *

Select

Employer Benefit Services

My Home | Inbox | Appeals | User Admin

Quick Links: Home

My Home [Need help?](#)

User Information

Name: User ID:

Email Address:

Employer: 12-345678-9 ABC Inc

The employer account is selected.

* Indicates required information

The Employer Benefit Services system uses a 128-bit Secure Socket Layer (SSL) system to establish a secure connection between TWC and your browser and encrypts (scrambles) data during transmission to protect your privacy and data integrity.

See [Accessing an Unemployment Tax Account](#)

View [TWC News](#)

View [Texas Business Today](#)

Select An Employer

TWC Tax Account Number: *

Select

The program proceeds to the **User List** page.

Select **Applicant List** from **Quick Links**.

The program proceeds to the **Applicant List** page.

All employees requesting user access are listed here.

Select **Review** to view an employee.

Select **Approve, Deny, or Cancel**.

Select Approve to proceed to the **User Permissions** page.

Employer Benefit Services

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Work In Texas | Mass Claims | Shared Work | Other Services

Quick Links

- Admin
- TECHNOLOGY LLC
- User List
- Applicant List
- Denied User List

User List

1-1 of 1

Name	Status	Locked	Action
SIL 32590	Active	No	View Profile

Employer Benefit Services

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Work In Texas | Mass Claims | Shared Work | Other Services

Quick Links

- Admin
- TECHNOLOGY LLC
- User List
- Applicant List
- Denied User List

Applicant List

1-2 of 2

Name	Request Date	Action
SMITH, JOE lum123		Review
WILLIAMS, ROSE bea3	Aug 20, 2019	Review

Employer Benefit Services

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Work In Texas | Mass Claims | Shared Work | Other Services

Quick Links

- Admin
- TECHNOLOGY LLC
- User List
- Applicant List
- Denied User List

Review Applicant

Profile Information

Name:

User ID:

Email Address:

Group: TECHNOLOGY LLC

TWC Tax Account Number:

[Approve](#) [Deny](#) [Cancel](#)

User Permissions

Select permissions for the new user on the **User Permissions** page.

User permissions allow employers to customize the access users have to employer accounts.

TWC recommends that a minimum of two users be designated as administrators.

Selecting **Manage User Accounts** designates a user as an administrator. Select the **Benefits Services Permissions**.

Administrators typically are given all permissions.

For users not designated as administrators, select only those permissions the user is authorized to have. **Do not** select **Manage User Accounts** for users not designated as administrators.

The screenshot shows the 'User Permissions' page for a user named SMITH, JOE. The page includes a 'Quick Links' sidebar with 'Admin', 'User List', 'Applicant List', and 'Denied User List'. The main content area has a 'Profile Information' section with fields for Name, User ID, Email Address, Group, and TWC Tax Account Number. Below this is a 'Permissions' section with two categories: 'User Administration Permissions' and 'Benefit Services Permissions'. The 'User Administration Permissions' section has a checkbox for 'Manage User Accounts'. The 'Benefit Services Permissions' section has checkboxes for 'Allow Electronic Correspondence', 'Allow Shared Work', 'Allow Mass Claims', 'Allow Designated Address', and 'Allow Chargeback Response'. At the bottom are 'Submit' and 'Cancel' buttons.

User Permissions

ⓘ User has been added to group. Be sure to assign the appropriate permissions.
ⓘ An email has been sent to the applicant, notifying them that you have approved their request to access the employer tax account.
ⓘ As the Administrator for this account number, you are responsible for keeping the User List up-to-date by adding or removing members, when necessary.

Profile Information

Name: SMITH, JOE
User ID: ;
Email Address: ;
Group: ; TECHNOLOGY LLC
TWC Tax Account Number: 00

Permissions

User Administration Permissions

☐ Manage User Accounts Administer group membership, approve new users and manage permissions.

Benefit Services Permissions

☐ Allow Electronic Correspondence Allows users to access TWC Electronic Correspondence
☐ Allow Shared Work Allows users to access Shared Work
☐ Allow Mass Claims Allows users to access Mass Claims
☐ Allow Designated Address Allows users to access designated address(es)
☐ Allow Chargeback Response Allows users to access Chargeback Response

Edit User Permissions

To add or remove user permissions, select **User List** from **Quick Links**.

On the **User List** page, select the user's **View Profile** link.

The program proceeds to the **User Profile** page.



The screenshot shows the 'User List' page for TECHNOLOGY LLC. It displays a table with columns: Name, Status, Locked, and Action. The first row shows a user with Name 'SIL 32590', Status 'Active', and Locked 'No'. The 'Action' column has a 'View Profile' link. A red arrow points from the 'User List' link in the 'Quick Links' sidebar to this page.

User List

TECHNOLOGY LLC

1-1 of 1

Name	Status	Locked	Action
SIL 32590	Active	No	View Profile

Select **Edit Permissions** from the **Action** column. If there is more than one employer, make sure to select the correct employer from the **Group** column.

The program proceeds to the **User Permissions** page.

Select the permissions to add or remove.

Select **Submit**.

To completely remove user access to an employer, select the **Remove From Group** link in the **Action** column. The program proceeds to the **Remove from Group Confirmation** page. Review the **Profile Information** section then select **Submit** or **Cancel**.

Employer Benefit Services

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Work In Texas | Mass Claims | Shared Work | Other Services

Quick Links

- Admin
- TECHNOLGY LLC
 - User List
 - Applicant List
 - Denied User List

User Profile

Personal Information

Name: LAST NAME, FIRST NAME
User ID:
Email Address:
Status: Active
Locked: No

Additional Information

Mailing Address:
Phone Number:
Last Logon: ---

Group Membership

1-1 of 1

Group	Membership	Action
TECHNOLGY LLC	App...	Edit Permissions Remove from Group

Employer Benefit Services

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Work In Texas | Mass Claims | Shared Work | Other Services

Quick Links

- Admin
- TECHNOLGY LLC
 - User List
 - Applicant List
 - Denied User List

User Permissions

Profile Information

Name: LAST NAME, FIRST NAME
User ID:
Email Address:
Group: TECHNOLOGY LLC
TWC Tax Account Number:

Permissions

User Administration Permissions

☒ Manage User Accounts Administer group membership, approve new users and manage permissions.

Benefit Services Permissions

☒ Allow Electronic Correspondence Allows users to access TWC Electronic Correspondence

☒ Allow Shared Work Allows users to access Shared Work

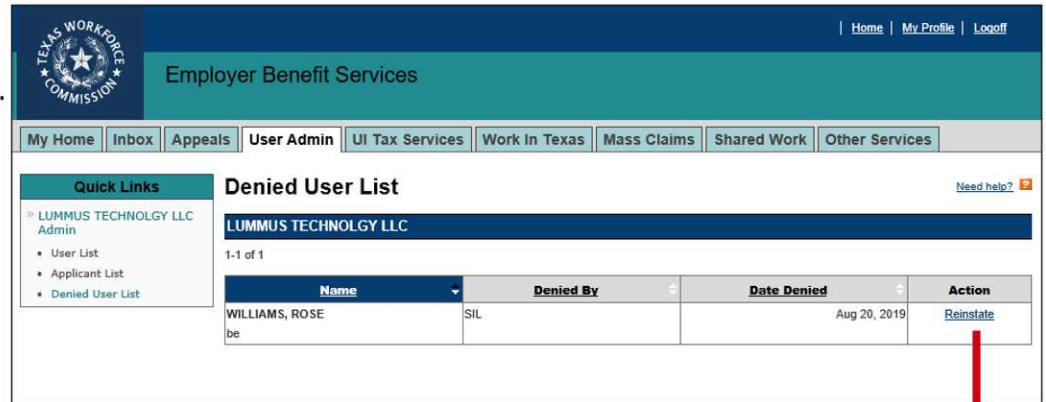
☒ Allow Mass Claims Allows users to access Mass Claims

☒ Allow Designated Address Allows users to access designated address(es)

☒ Allow Chargeback Response Allows users to access Chargeback Response

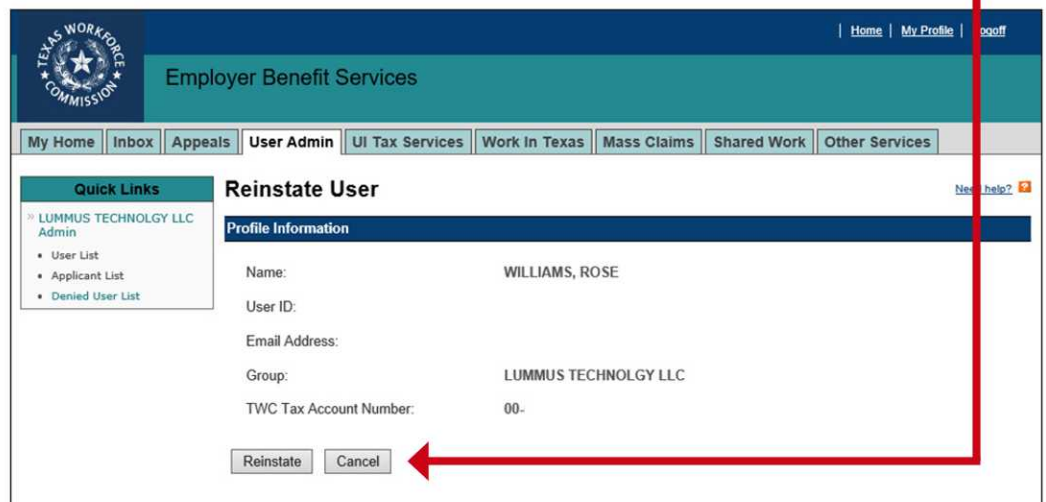
Denied User List

The Denied User List displays all users denied access to an employer account. To view the Denied User List, select **Denied User List** from **Quick Links**. Any user previously denied can be reinstated. To reinstate a user select **Reinstate** from the Action column. On the **Reinstate User** page, select **Reinstate**.



The screenshot shows the 'Denied User List' page for LUMMUS TECHNOLOGY LLC. The page header includes the Texas Workforce Commission logo and navigation links: Home, My Profile, and Logout. Below the header is a menu bar with options: My Home, Inbox, Appeals, User Admin (selected), UI Tax Services, Work In Texas, Mass Claims, Shared Work, and Other Services. A 'Quick Links' sidebar on the left lists: LUMMUS TECHNOLOGY LLC Admin, User List, Applicant List, and Denied User List (selected). The main content area is titled 'Denied User List' and shows a table with one user: WILLIAMS, ROSE. The table columns are Name, Denied By (SIL), Date Denied (Aug 20, 2019), and Action (Reinstate). A red arrow points from the 'Reinstate' link in the Action column to the 'Reinstate' button on the 'Reinstate User' page below.

Name	Denied By	Date Denied	Action
WILLIAMS, ROSE	SIL	Aug 20, 2019	Reinstate



The screenshot shows the 'Reinstate User' page for WILLIAMS, ROSE. The page header is identical to the previous screenshot. The 'Quick Links' sidebar is the same. The main content area is titled 'Reinstate User' and shows 'Profile Information' for the user. The information includes: Name: WILLIAMS, ROSE; User ID: [blank]; Email Address: [blank]; Group: LUMMUS TECHNOLOGY LLC; and TWC Tax Account Number: 00-. At the bottom of the page are two buttons: 'Reinstate' and 'Cancel'. A red arrow points from the 'Reinstate' link in the 'Denied User List' table to the 'Reinstate' button.

Profile Information

Name: WILLIAMS, ROSE

User ID: [blank]

Email Address: [blank]

Group: LUMMUS TECHNOLOGY LLC

TWC Tax Account Number: 00-

Contact

For help call the TWC Tele-Center at 866-274-1722 to speak with a customer service representative.